

# USE YOUR POWER



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## A Map

## To Help Parents Use DC Medicaid Managed Care

# THIS POCKET MAP IS DEDICATED TO YOU!

## THE THOUSANDS OF CHILDREN AND PARENTS WHO ARE ON MEDICAID IN THE DISTRICT OF COLUMBIA

Nothing is more important than your health,  
and the health of your family.

We want you to have the **best** health care possible  
and we hope this Map helps you get it.



DOH/OMCH/ABE DAVIS

PLEASE SHARE THIS MAP WITH A FRIEND,  
NEIGHBOR, OR FAMILY MEMBER.



Check out our video: ***Use Your Power!  
The Key to the Highway of Health  
with Medicaid Managed Care.***

For more copies of this Map, or to find  
out about the video, call 202-645-0386.



**D.C. is changing the way families get health care under Medicaid.**

**Most families will now get health care through health plans.**

This is a Map to help you understand the District of Columbia's new Medicaid Managed Care Program.

It is written especially for families with children on Medicaid.

Use this Map to help you get the health care your family needs.



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***This Map is produced by the USE YOUR POWER! Project:  
A joint project between the National Health Law Program  
and the D.C. Department of Health, Office of Maternal & Child Health,  
with support from the CONSUMER HEALTH FOUNDATION.***

***All Map phone numbers are in D.C. area code 202, unless noted.***

***First Printing: July, 1998***

# CONTENTS

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## **Stop I Entering the Road to Health Care ..... 4**



### **Applying for Medicaid ..... 8**

Medical Bills .....	9
Children .....	10
Teen Moms .....	11
If You Are Pregnant .....	12
New Babies .....	14
Staying on Medicaid .....	16



### **Choosing a Health Plan ..... 18**

Different People Have Different Choices ..	22
Families with Children .....	23
Pregnant Women .....	24
HIV/AIDS .....	25
Children with Special Needs .....	26
Children in Foster Care .....	27
Changing Health Plans .....	28
Keeping Your Health Plan .....	29



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## Stop 2 Getting Basic Health Care ..... 30

### GETTING BASIC HEALTH CARE

Choosing a Doctor .....	31
Your Health Plan's Services .....	32
Transportation .....	33
Appointments .....	34
Waiting Times .....	35
Services For Children .....	36
Mental Health and Substance Abuse Services .....	38
Prescription Drugs .....	39

## Stop 3 Referrals ..... 40



Getting Referrals .....	42
If Your Doctor Won't Refer You .....	44

## Stop 4 ..... 45



## Stop 5 Standing Up For Your Rights ..... 49



Problems With Medicaid .....	50
Problems With Your Health Plan .....	51
You Have A Right To A Letter .....	54
Your Right To A Fair Hearing .....	56
Where To Call For Help .....	60
Getting Involved .....	63
About the <i>Use Your Power!</i> Project .....	64



*If you're going on a trip, you have to get ready—  
and be prepared for problems that might come up.  
Here are some tips .*

## **Getting Ready**

- ☒ Get as much information as you can.
- ☒ **DON'T BE AFRAID TO ASK QUESTIONS.**  
Get answers that make sense to you.
- ☒ Speak up. Be strong. Be firm. But be calm.
- ☒ Get the names and telephone numbers  
of everyone you speak to.
- ☒ Take notes. Save letters.
- ☒ If you are not satisfied,  
ask to speak to a supervisor.
- ☒ Go to the top person if you have to.
- ☒ Get it in writing.
- ☒ **KNOW YOUR RIGHTS**
- ☒ Know how to file a complaint.  
Check out Stop 5 and learn about where  
and how to get more help.

**Knowledge Is Power—Use It!**

## ENTERING

To enter:

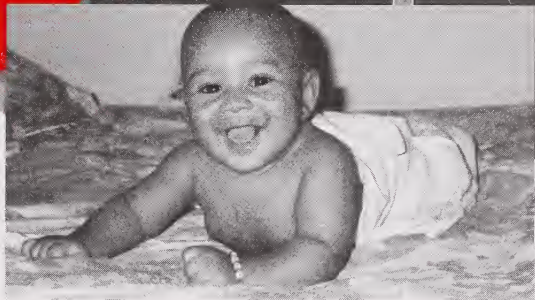
- Apply for Medicaid.
- Choose a health plan.



**Apply  
For  
Medicaid**



**Choose a  
Health  
Plan**



# Your Right To Medicaid

You and your family may have a right to Medicaid, depending on your family's:

- size
- income,
- medical bills.

**You and your family may have a right to Medicaid  
EVEN IF you are:**

- working
- no longer getting or cannot get public assistance (TANF - Temporary Aid to Needy Families).

**Your children may have  
a right to Medicaid  
EVEN IF you do not.**



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You have the right:

- To apply for Medicaid (without applying for TANF).
- To bring someone with you to help you apply.
- To find out in 45 days if your Medicaid application has been approved.



If you get Medicaid, you have a right:

- To a Medicaid number.
- To health care when you need it.
- To a notice BEFORE your Medicaid is cut-off or reduced.



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If  
your rights  
are denied  
go to



***"Know your rights."***

# Applying for Medicaid

The basic way to apply for Medicaid is to go to a Department of Human Services (DHS) IMA Service Center. Call 724-5173.

You also may be able to apply for Medicaid in hospitals, health clinics and other places in the community.

You will need to bring:

- ☒ a photo ID
- ☒ proof that you live in D.C.
- ☒ proof of income, pay record or pay stubs.

You will get a checklist of what else to bring, such as:

- ☒ Social Security card or birth certificate
- ☒ passport or visa for non-citizens.



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D.C. is making it easier to apply for Medicaid.  
Soon, you will be able to *mail in*  
a short application for **Medicaid only!**

# Getting Your Back Bills Paid

If you want Medicaid to pay your back bills when you apply, you must ask for **"RETROACTIVE" Medicaid.**

**Your bills cannot be more than 3 months old.**

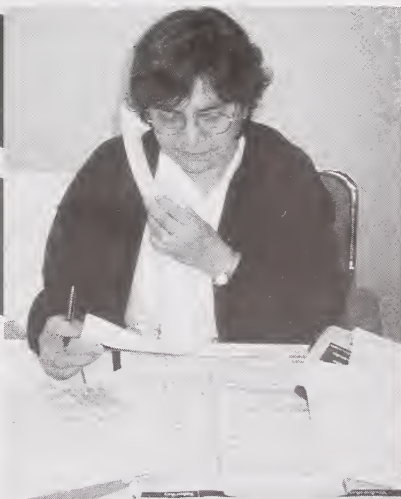
## Problems With Bills

In most cases, once you are on Medicaid, you should not be getting medical bills. If you do, you may have a right to complain.

If  
your rights  
are denied  
go to



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# Children

**Your children may have a right to Medicaid even if you do not.**

There are some special rules for children to get Medicaid, and a new program called ***Healthy DC Kids*** coming in the fall of 1998.



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***"To find out if this new program has started yet, call 783-2118."***

# Teen Moms

If you are a teen mom or a pregnant teen  
(under 21 years old),  
**you do NOT need to live with your parents  
to get Medicaid for yourself or your baby.**

If you live with your parents,  
you may be able to get Medicaid,  
depending on your income.

If you have problems or questions,  
call 1-800-MOM-BABY.



***"Don't be afraid to speak up,  
and stand up for your rights."***

# If You Are Pregnant, You Have Special Rights

If you are pregnant,  
you may have the right  
to temporary Medicaid right away—  
depending on your income.

This helps you get early care  
without waiting.

If you are pregnant  
or think you might be pregnant,  
it is very, very important that you  
see a doctor right away.  
The sooner you do,  
the better the chances that  
you will have a healthy baby.



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**This temporary Medicaid is called P.E.**  
***P.E. stands for "Presumptive Eligibility."***

**TO GET TEMPORARY MEDICAID  
WHEN YOU ARE PREGNANT  
ASK FOR P.E.**



# Getting Temporary Medicaid If You Are Pregnant

Get a note

from a doctor, clinic, or Healthy Start program that says you are pregnant.

Your doctor, clinic, or Healthy Start program may be able to get temporary Medicaid for you. If not, give your caseworker the note and tell them you want P.E. (Presumptive Eligibility).

The caseworker will ask about your income, but you do not have to show proof.

**But, you still need to finish your application for regular Medicaid right away.**

Temporary Medicaid only lasts up to 60 days. It does not cover hospital care or your delivery.

*If you have any problems seeing the doctor or getting Medicaid while you are pregnant, call 1-800—MOM-BABY.*

***After your baby is born,  
you have a right to Medicaid  
for at least 60 days.***



**P.E. STANDS FOR  
PRESUMPTIVE ELIGIBILITY**

# New Babies

**If you ARE on Medicaid when your baby is born:**

You must call your caseworker  
(and your health plan if you have one)  
to let them know  
you've had your baby.

Tell the caseworker your baby will need  
its own Medicaid number.

To get your baby on Medicaid,  
you will be asked to  
bring in proof that the baby was born.  
(It's called a "certificate of live birth,"  
and you can get it from the hospital).

Later on, you will need to bring in  
the baby's birth certificate  
and Social Security number  
to get TANF or to continue your Medicaid.



**IF YOU HAVE ANY PROBLEMS  
GETTING HEALTH CARE FOR YOUR BABY**

Your baby has a right to Medicaid  
under your Medicaid number  
for one year —  
even if you are no longer eligible later in the year,  
as long as you both still live in D.C.

This means your baby can get health care  
before it has its own Medicaid number.

**If you are NOT on Medicaid when your baby is  
born:**

You need to apply for Medicaid right away.  
The hospital social worker should help you.

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# Staying on Medicaid

You must tell your caseworker  
about any change  
in your income, family size or address.

You must update the information  
in your Medicaid record at least once a year.

This is called **recertification**.

You are supposed to get a letter.  
The letter will tell you  
when to bring in the information.

**If you do not bring in the information on time,  
you can get cut off Medicaid.**

Do not let this happen.



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***"If you are told you are being cut off Medicaid,  
Go to Stop 5, read what to do."***

# Keeping Medicaid When You Get A Job

**If you are on Medicaid  
and you get a job,  
you have a right to keep your Medicaid  
for at least one year.**



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# Choosing a Health Plan

Most families with children on Medicaid must get health care through a health plan.

**Even though you will be getting care through a health plan, you are still on Medicaid.**

**KEEP YOUR MEDICAID NUMBER.**

**Choose a  
Health  
Plan**



A health plan is sometimes called an HMO or managed care organization.

In a health plan,  
you can only go to the doctors and hospitals  
that are part of that plan.

If you go somewhere else,  
you may have to pay the bill yourself.

If you want to keep the doctor you are seeing now,  
find out if your doctor  
is in one of the health plans,  
then choose that plan.

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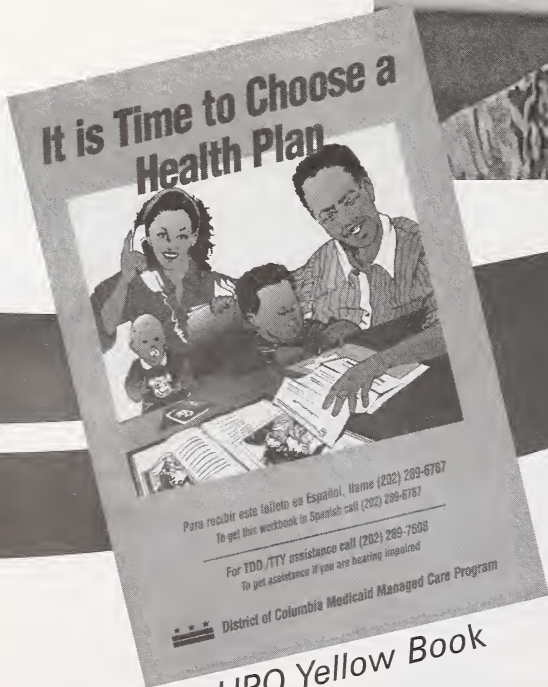
***"Knowledge is Power.  
Use it to get the health care  
your family needs."***

**If you need help  
choosing a health plan, call  
United Planning Organization (UPO)  
at 216-9688.**

*They have information and counselors  
throughout the city  
to help you make the right choice  
for each family member.*



USE YOUR POWER! VIDEO



# After You Join, Your Health Plan Should Send You:

- ✓ A membership card

*Remember, you still need  
your Medicaid number!*

- ✓ A member handbook
- ✓ A list of all the plans' doctors and dentists
- ✓ How to choose a personal doctor
- ✓ Information about your children's right  
to use the health plan.

Your health plan also should have a meeting  
for new members to help you understand  
how to use the health plan.

**If you have been assigned to a doctor  
that you don't want,  
call Member Services right away.**

If  
your rights  
are denied  
go to





# Different People Have Different Choices.



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# Families with Children

Most families with children  
will have to choose a health plan.

You have a right to choose a health plan  
for yourself and for each family member.

**If you do not choose a health plan, the computer  
will choose one for you and for your family—  
AND YOU MAY NOT LIKE THE CHOICE!**

***DON'T LET THIS HAPPEN!***



# If You Are Pregnant

If you are more than 26 weeks pregnant,  
and if you are NOT in a health plan,  
you can keep your regular Medicaid doctor  
or clinic until you have your baby,

**OR**

you can sign up for a health plan.

To keep your regular doctor or clinic,  
your doctor **MUST** fill out a special form.

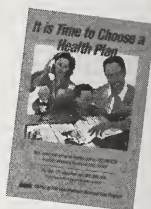
The form is called the "Fee-For-Service  
Continuation Form."

Your doctor should have the form.

The form is also at the back of UPO's Yellow Book.

You or the doctor **MUST** send or fax the form to  
the **HELPLINE**.

***CAUTION: If you do not fill out the form,  
the computer will switch you  
to a health plan. DO NOT LET THIS HAPPEN.***



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# If You Have HIV/AIDS

If you have HIV/AIDS and  
you are NOT in a health plan,  
you can keep your regular Medicaid doctor  
or clinic,

**OR**

you can sign up for a health plan.

**To keep your regular doctor or clinic,  
your doctor MUST fill out a special form.**

**The form is called the "Fee-For-Service  
Continuation Form."**



Your doctor should have the form.  
The form is also at the back of UPO's Yellow Book.

You or the doctor MUST send or fax the form to  
the **HELPLINE**.

***CAUTION: If you do not fill out the form,  
the computer will switch you  
to a health plan. DO NOT LET THIS HAPPEN.***



# Children with Special Needs

**If you have a special needs child on SSI,**  
right now, there is only one health plan  
to choose, called "The NET."  
**You can choose "The NET"**  
**or your child can stay with regular Medicaid.**

If you choose "The NET,"  
you cannot change back  
to regular Medicaid for 6 months.

To get information on "The NET," call 467-2737.

If you are having problems with "The NET,"  
call 467-2737.

If the problem is not fixed,  
or if you have other problems,  
call 783-2118.



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If  
your rights  
are denied  
go to



**If you have a special needs child  
who is *not* on SSI,**

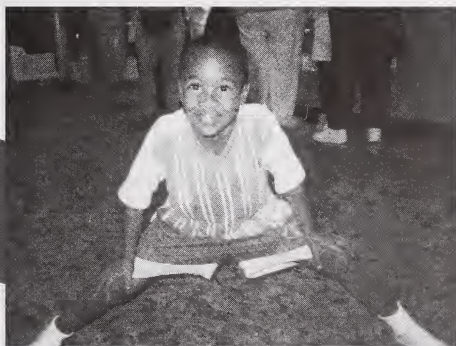
you must choose one of the other health plans  
for families on Medicaid.

Make sure the health plan you choose  
will help you get all the care  
your child needs.

For help, call UPO at 216-9688.

Or call the health plan's Member Services  
and *ask questions*.

**If you need help getting SSI  
for your special needs child,  
DON'T GIVE UP -  
call 675-5410 for help.**



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**Children in Foster Care  
cannot go to a health plan.**

They can get health care  
through regular Medicaid.



# Changing Health Plans



**You have the right to change your health plan at any time for any reason.**

***Caution: Changing plans may mean changing doctors.***

It takes between 15 to 45 days to make the change.

Call the HELPLINE, 783-2118, to switch.

Your health plan CANNOT put you out without an OK from D.C. Medicaid.



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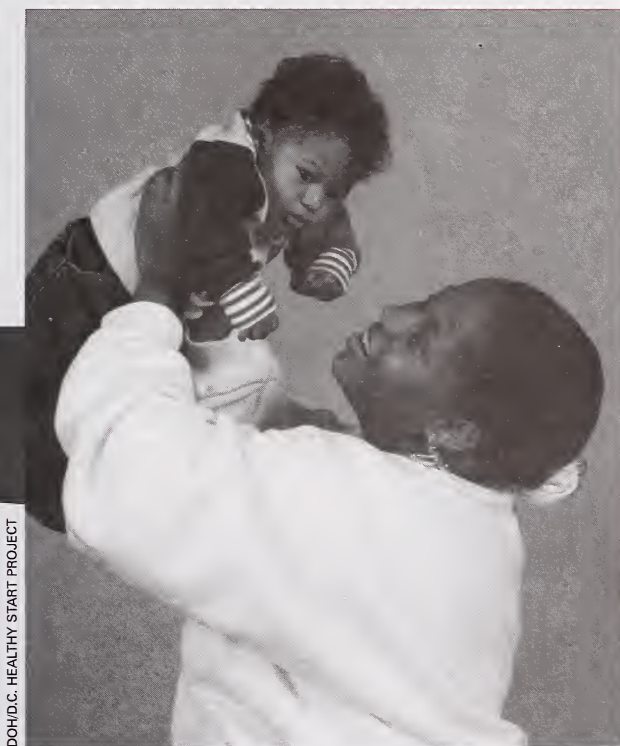
***"If your health plan tries to put you out, go to Stop 5, and learn what you can do."***

# Keeping Your Health Plan

**If you lose Medicaid, you will lose your health plan.**

**If you get back on Medicaid,  
you may be switched  
to a different plan.**

**If this happens to you,  
call the HELPLINE at 783-2118.**

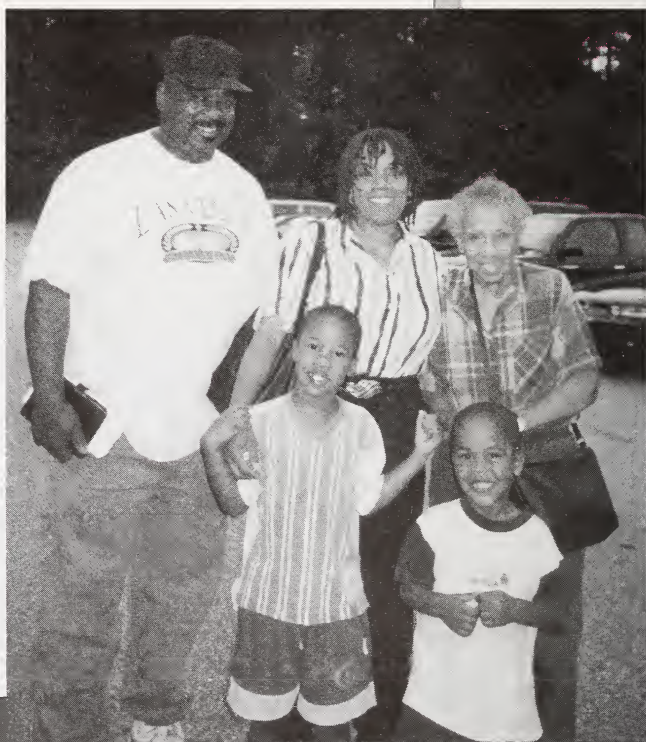


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***"Ask questions, and make calls  
to protect  
your family's health care."***

## GETTING BASIC HEALTH CARE

***Health plans get paid  
whether or not  
you use their services.  
So use your health plan!***



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# Choosing A Doctor

Choosing a personal doctor  
is a very important decision.

Your personal doctor  
is responsible for all your health care  
and must OK referrals  
to other doctors and specialists.

To choose a personal doctor  
for yourself and each of your children,  
you should **call UPO at 216-9688**  
**or call the health plan.**  
*(If you don't choose—the computer will.)*

In some health plans, your personal doctor  
can be an ob/gyn.

**You have a right to change your personal doctor  
anytime for any reason.**

It takes 15 to 45 days to make the change.  
*You can change doctors  
without changing health plans.*



If  
your rights  
are denied  
go to



# Your Health Plan's Services

Your health plan must cover  
all basic medical care,  
prescriptions,  
and all children's dental care.  
Health plans also cover  
some adult dental care.

For specifics, check UPO's  
Blue Book Directory  
and your health plan's  
member handbook.



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## Are You Under A Doctor's Care Now?

Your new health plan must pay for your treatment,  
including medicines, that you got  
from your old doctor  
until you see your new doctor.

Your new health plan won't pay your old bills  
unless you ask them to.

If you have any problems,  
call the HELPLINE at 783-2118.

**Stand up  
for your rights!  
Keep reading  
and go to**



# Transportation

**Your health plan must also help you  
and your children with transportation  
to and from medical appointments.**

Health plans can give you tokens,  
cab fare, or a van ride.

To get help, you **MUST** ask for it in advance.

For specifics, check the UPO Blue Book Directory  
or your member handbook.

**If you are pregnant  
or have a child under 2 years old,  
you can also get help with transportation  
by calling 1-800-MOM-BABY—  
at least 2 days before your appointment.**



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# Appointments

You can call your health plan for **MEDICAL ADVICE**  
24 hours a day, 7 days a week.

To see your personal doctor, call for an appointment.

You should not have to wait longer  
than the times listed below  
to get an appointment for:

☒ **An urgent problem .....within 24 hours**

**(If you need to see a doctor RIGHT AWAY,  
say you need URGENT care.)**

☒ **Routine Check-ups ..... within 30 days  
and non-urgent problems**

☒ **Pregnancy (First Visit) ..... within 10 days**

☒ **Family Planning/Birth Control .. within 10 days  
(from your health plan)**



# Waiting Time

If you think you have waited in the doctor's office too long, or if the doctor spends too little time with you

**call your health plan's Member Services and complain.** You should also call the

HELPLINE at 783-2118

and make an official complaint.

You may want to change your doctor.

You can change doctors without changing health plans. **Call your health plan.**

2

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If  
your rights  
are denied  
go to



# Services for Children: **Check-Ups**

There is a law ("EPSDT") that says:

**Your children have a RIGHT to get regular check-ups.**

Check-ups should include:

- a doctor's exam
- dental care
- vaccines
- hearing checks
- eye exams
- shots.

EPSDT is for children up to 21.



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**EPSDT is Early and Periodic Screening,  
Diagnosis, and Treatment**



# Services for Children: Treatment

There is a law ("EPSDT") that says:

**Your children have a RIGHT to get  
TESTS and TREATMENT for problems with their**

- physical or mental health
- growth or development.

This includes treatment from specialists AND  
for mental health and substance abuse problems.

If needed, your children have a RIGHT to:

- eye glasses
- hearing aids
- braces
- wheelchairs
- speech therapy
- counseling and more.

To find out more about these rights, call:

- Your child's personal doctor
- OR 1-800-MOM-BABY
- OR 783-2118.



**Children Have Special Rights  
Under "EPSDT"**

# Mental Health and Substance Abuse Services

Mental health and substance abuse treatment are **NOT** offered through your health plan.

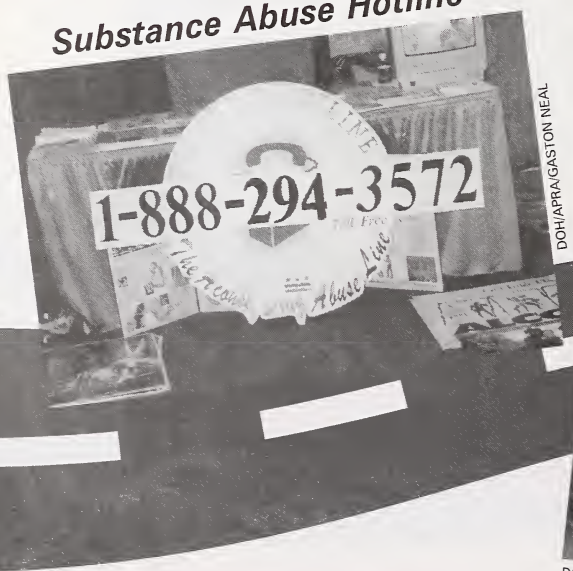
But, for children up to 21, all mental health and substance abuse services **are covered** under Medicaid.

For adults, all mental health services are covered under Medicaid, but *only some* substance abuse treatment.

**You do NOT need a referral slip from your health plan to get these services.**

You can **CHOOSE** the services on your own, **BUT** your personal doctor must help you get these services if you want help.

## Substance Abuse Hotline



For information about **adult mental health services** from the D.C. government, call **673-9319**.

**For children, call 673-9040** or call your health plan's Member Services.

For information about substance abuse services, call **1-888-294-3572 OR 727-0668**.

If you're pregnant, you can also call 1-800-MOM-BABY for help getting substance abuse services.

The Center for Mental Health (889-5255) is another place to call.

*If you're having trouble getting mental health or substance abuse treatment for your children,*

call 783-3118 or

Terris, Pravlik & Wagner at 682-0578.

2

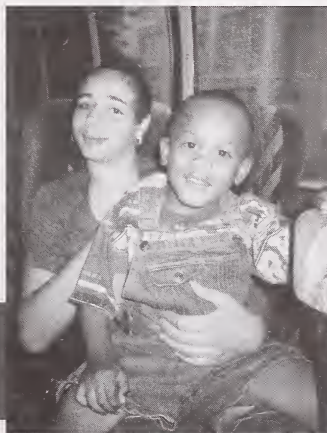
## Prescription Drugs



To get your prescriptions filled, go to one of the drug stores on your health plan's list.

*"Your health plan  
must pay  
for all your  
prescriptions."*

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## REFERRALS

If you don't get your personal doctor's OK to see a specialist, you either will be turned away or get a big bill.



# Referrals

Under regular Medicaid,  
you and your children can go  
to ANY family doctor or special doctor  
that takes your Medicaid card.

Under the new system,  
your personal doctor is responsible for your  
regular medical care *and referrals to specialists.*



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3

***"I need to get referral slips  
so my kids can see special doctors."***

***USE YOUR POWER! — 41***

# Getting Referrals

To get a referral, first call  
your personal doctor and make an appointment.

**Remember, you must be seen within 24 hours  
if your problem is urgent.**

If your personal doctor gives the OK,  
you will get a referral slip.

The referral slip will tell you  
WHO you can see,  
and for HOW MANY visits.

Take the referral slip to every appointment.

Try not to lose or forget it.

If you don't have the slip,  
call your personal doctor's office.

They might agree to fax it  
to the specialist's office.



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A referral slip can be written for  
1 or 2 visits or, you may be  
able to get a **STANDING REFERRAL**.

A standing referral lets you  
see the other doctor as long as  
that other doctor thinks you need treatment.

For example, if your child has serious asthma,  
and needs to see a specialist on a regular basis,  
you should ask for a **STANDING REFERRAL**.

Your doctor does not have to give you  
a standing referral.

But it can save you lots of time-  
especially if your child has special needs.

**So Use Your Power and Speak Up!**

3



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If you are ever  
denied a referral  
for health care  
that you believe  
is needed,  
go to



# You Do *Not* Need A Referral Slip To Get:

- Substance Abuse Treatment
- Mental Health Services
- Family Planning Services  
*(You can get family planning  
either from your health plan  
or from other community programs.)*

## If Your Doctor Won't Refer You

If you are having trouble getting a referral slip for you or your child, don't wait.

Learn what you can do, and go to Stop 5.

**KNOWLEDGE IS POWER!**

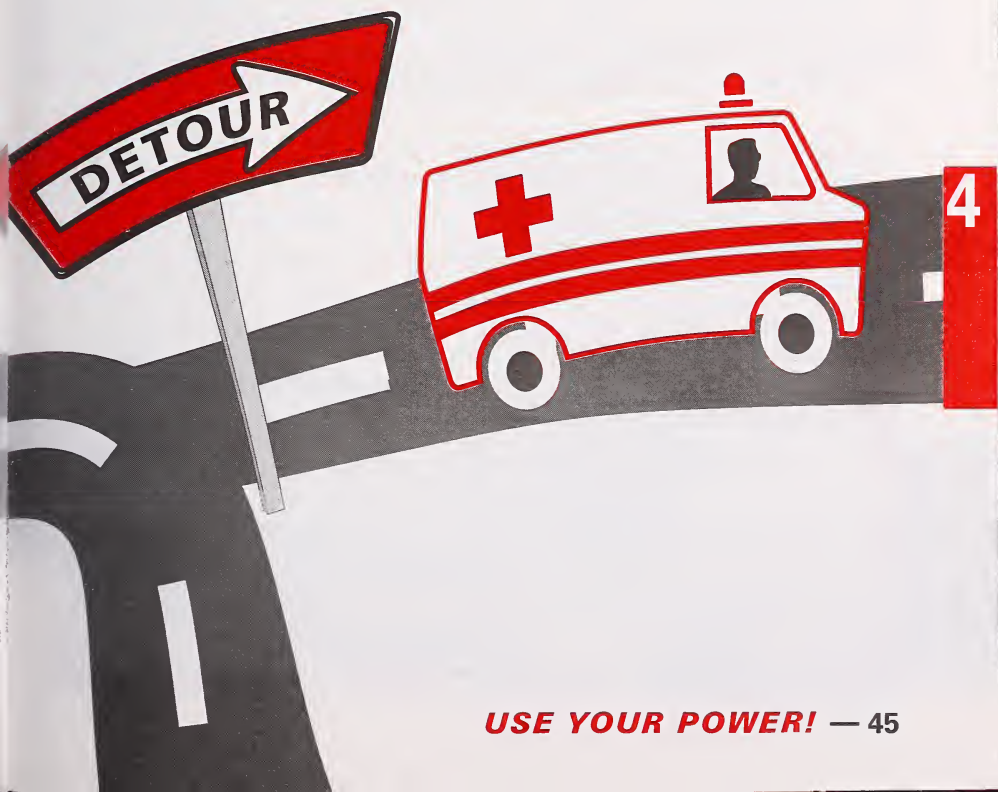


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# EMERGENCIES

**An emergency is a situation that is:**

- ✓ **LIFE THREATENING, or**
- ✓ **Involves severe pain, or**
- ✓ **Can cause serious harm to your body if not treated right away.**





# What To Do In An Emergency

*"Stay calm."*



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## **Call your health plan, if you have time.**

(You should be able to call your health plan 24 hours a day, 7 days a week).

If you do NOT have time to call your health plan, go straight to the nearest hospital, or call 911.

You do NOT need a referral for life-threatening emergencies.

In an emergency, you do NOT need to get permission from your health plan before you go to the emergency room.

The hospital does not need to be a part of your health plan.

**Remember - If your problem is urgent, but not an emergency, your health plan must see you in 24 hours.**

**Do not delay, call your health plan for an appointment.**

## Examples of Emergencies

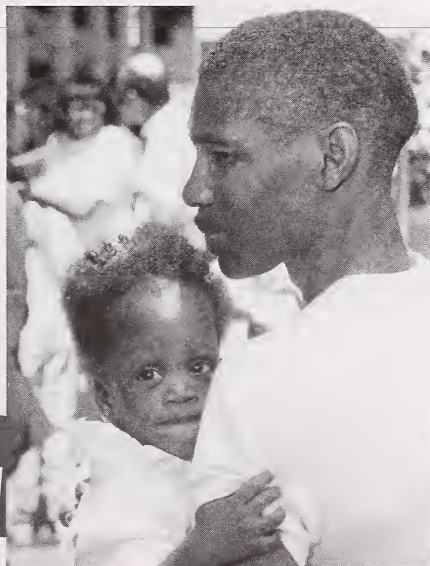
- ✓ Severe bleeding
- ✓ Loss of consciousness
- ✓ Burns
- ✓ Infants with high fever
- ✓ Severe shortness of breath
- ✓ Chest pain
- ✓ Damage to the eyes
- ✓ Broken bones
- ✓ Seizures

## Examples of What Is *Not* An Emergency

- ✓ Colds
- ✓ Skin rash
- ✓ Low grade fever
- ✓ Sore throat
- ✓ Pink eye
- ✓ Ear infection

*"Use  
your  
good  
judgement."*

DOH/DC. HEALTHY START PROJECT



4

# What If You Are Not Sure?

If you think that something is an emergency,  
even when your health plan says it is not,  
**use your good judgment.**

**YOU KNOW YOURSELF  
AND YOUR CHILDREN BEST.**

If you don't think you can wait,  
go to the nearest emergency room.

If your health plan or Medicaid says  
they will not pay the bill,  
**GO TO STOP 5.**

**Remember - If your problem is urgent,  
but not an emergency,  
your health plan must see you in 24 hours.**



MARY'S CENTER / BETSY FRAMPTON



## STANDING UP FOR YOUR RIGHTS

If you are having problems,

Try to work it out.

Speak to your caseworker.

**Call you health plan's Member Services.**

Keep reading

to learn about other ways  
to stand up for your rights.



DOHOVICH/L. EISENBERG

*"Use Your Power!"*



# If You Are Having Problems with Medicaid

If your caseworker cannot fix your problem,

**DON'T WAIT—Ask for a Fair Hearing.**

**You can get help.**

You can also ask to speak to the supervisor.

A special law office that helps people on Medicaid is Terris, Pravlik, & Wagner. Their phone number is 682-0578. Call them if:

- ☒ You have waited more than 45 days to get on Medicaid.
- ☒ There is a problem with your Medicaid number.
- ☒ You don't get a letter and you're cut off Medicaid.

Look at the phone numbers at the end of this Map for other law offices that can help you. Keep reading to find out about getting a Fair Hearing. **DON'T WAIT.**

***"Make an official complaint.  
Follow the rules for a Fair Hearing."***



DOH/OMCH/J. EISENBERG



# If You Are Having Problems with Your Health Plan

**You have a right to complain.**

There are different ways to complain.

You can:

- ☒ **Call you health plan's Member Services.**

*(Look for the Member Services number on you membership card.)*

- ☒ **Call the HELPLINE – 783-2118.**

- ☒ **Ask for a Fair Hearing.**

DOH/D.C. HEALTHY START PROJECT



***"You can complain  
about any kind of problem—  
including problems with bills."***

**5**



# Complaining to Your Health Plan



DOH/OMCH/ABE DAVIS

***“Call your health plan’s Member Services.  
Tell them your complaint.”***

**By law, your health plan must have a way  
to take your complaint and to fix problems.**

**If they cannot fix the problem right away:**

**Call the HELPLINE – 783-2118.**

**Ask for a Fair Hearing.**

**If you have HIV/AIDS,  
your health plan must answer your complaint  
in 3 days (72 hours).**

***If you have other complaints,  
your health plan must help you  
in a timely manner.***

# The HELPLINE

The HELPLINE is supposed to fix problems with your health plan.

The HELPLINE telephone number is 783-2118.

You can call 24 hours a day, every day of the week.

If your problem is not fixed right away,  
tell the HELPLINE:

***"I want to make an official complaint."***

The HELPLINE will look into your official complaint and try to fix it.

**They must give you a decision in 21 days.**

## **TIPS:**

- ☒ Put your complaint in writing.
- ☒ The HELPLINE can help you put it in writing.
- ☒ Keep a copy for yourself.
- ☒ Send one copy to your health plan.

If you are not happy with the HELPLINE's decision or if they take too long,  
ask your caseworker for a Fair Hearing.

# You Have A Right To A Letter

**You must get a letter from the D.C. Government  
before you are cut off Medicaid.**

**You must get a letter from your health plan  
before your health care is cut.**

The letter must say  
what is going to happen and why.

The letter must also tell you how to:

Ask for a Fair Hearing and

Keep your services until the hearing is over.

**READ YOUR MAIL!**

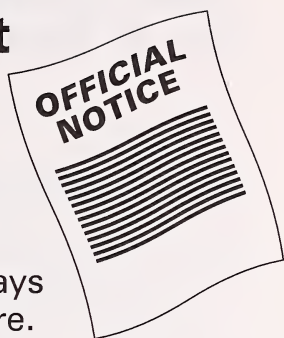


DOH/OMCH/ABE DAVIS

***"Stand Up For Your Rights."***



# Examples of When You Have A Right To A Letter



You have a standing referral to see a specialist for 3 months. After 2 months, your health plan says you can't see the specialist anymore.

**You have a right to a letter.**

You are getting physical therapy 2 times a week. Your health plan wants you to cut back to 1 time a week.

**You have a right to a letter.**

You have been working for 3 months. You go to the doctor and your doctor tells you your Medicaid is not good anymore.

**You have a right to a letter.**



DOH/OMCH/J. EISENBERG



***"Read Your Mail!"***

# You Have A Right To A Fair Hearing

## What is a Fair Hearing?

It is a meeting to decide if Medicaid or your health plan is right or wrong.

**A hearing is an important part of standing up for your rights.**

It is an official way to solve problems.

In some cases,  
you may be able to get a second doctor to review your case.  
If the hearing officer agrees,  
the D.C. government will pay.

You must get a decision 60 days after you ask for the hearing.



DOHONCH/ABE DAVIS



***"You must be persistent.  
Do not give up."***

# Ask for a Fair Hearing:

- ☑ If it takes more than 45 days to get on Medicaid.
- ☑ If Medicaid doesn't do something it is supposed to do.
- ☑ If your health plan doesn't do something it is supposed to do.
- ☑ If you complain to the HELPLINE but the problem isn't fixed.
- ☑ If Medicaid cuts you off.
- ☑ If your health plan doesn't give you the help you need.

MAZIQUE CENTER



*"Above all, you need to be persistent.  
Just keep plugging away,  
like that little engine 'I-Think-I- Can'."*

*—Fred Green,  
Use Your Power! Parent Council*



# Don't Wait

**If you got a letter about cutting your benefits,**  
you have 90 days to ask for a Fair Hearing,  
starting from the date postmarked on your letter.

**BUT,** if you don't want your health care to stop,  
**you only have 15 days** to ask for a Fair Hearing,  
starting from the date postmarked on your letter.

**If your benefits have already been cut off,**  
and you ask for a Fair Hearing  
**within 10 days** of the cut off,  
your benefits must be started again.  
**SO DON'T WAIT!**

If you never received a letter,  
or any other kind of notice,  
**DON'T WAIT.**  
Ask for a Fair Hearing right away.



MARY'S CENTER / BETSY FRAMPTON



# How To Get A Fair Hearing?

To get a Fair Hearing,  
ask your caseworker or write to:

Office of Fair Hearings  
441 4th Street, N.W. Room 830 South  
Washington, D.C. 20002

If you need help asking for a Fair Hearing, call  
your caseworker, the HELPLINE or a lawyer.

To protect your rights—and your health care—

- ☒ ask for a Fair Hearing
- ☒ file your complaint with your health plan
- ☒ and the HELPLINE  
at the same time.

You can always drop the Fair Hearing  
if your problem gets fixed.

*"The point is:*

*In order to get good health care,  
you have to insist upon it.*

*Do not take 'NO' for an answer.*

*Believe me, you're going to get what you take.*

*So it's up to us.*

*What are we going to do about it?"*

*—Agnes Chase*

***Use Your Power!*** Parent Council

5

# Where to Call for Help

**Where to apply for Medicaid ..... 724-5173**

**Si quieres aplicar para Medicaid en Español**

**Mary's Center ..... 983-8196**

**Help choosing a health plan:**

**United Planning Organization (UPO) ..... 216-9688**

**Information about the health plan**

**for children on SSI ..... 467-2737**

**To help get a special needs child**

**onto SSI ..... 675-5410**

**Help if you are pregnant**

**or have very young children ... 1-800-MOM-BABY**

**Immigrants' right to health care**

**Council of Latino Agencies ..... 328-9451**

**HIV/AIDS information ..... 332-AIDS**

**Hearing impaired-Deaf Reach ..... 832-6681**



USE YOUR POWER! VIDEO



## **Member Services: D.C. Medicaid health plans**

Advantage Healthplan .....	686-8555
American Preferred Provider Plan .....	463-2022
Capital Community Health Plan .....	898-4850
Chartered Health Plan.....	408-4710
George Washington Health Plan .....	301-941-2021
Health Right.....	1-888-339-3380
Prudential Healthcare	
Community Plan .....	1-800-423-9381
“The NET” (for children on SSI) .....	467-2737

## **Substance abuse treatment**

Addiction, Prevention & Recovery	
Administration Hotline .....	1-888-294-3572 or 727-0668

RAP, Inc. ....	462-7500
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## **Mental health treatment**

D.C. Commission of Mental Health	
Children .....	673-9040
Adults .....	673-9319

Center for Mental Health .....	889-5255
Or contact your health plan	

## **If you don't have health insurance**

Public Health Clinics .....	675-7338
Clinic for special needs children .....	675-5214
Community Clinics .....	667-4378 or 745-4300

D.C. Department of Health .....	645-5556
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# Problems and Complaints

**Problems with your Medicaid number ..... 727-1005**

**Problems & complaints about your health plan**

Your Health Plan Member Services Department  
\_\_\_\_\_ (write in the number)

HELPLINE ..... 783-2118

**Legal help with Medicaid or health plan**

Terris, Pravlik & Wagner ..... 682-0578

Neighborhood Legal Services ..... 682-2735

Legal Aid Society ..... 628-1161

Zacchaeus Free Clinic ..... 265-2400

University Legal Services  
(Children & adults with disabilities) ..... 547-4747

**To request a Fair Hearing:**

Write to: Office of Fair Hearings  
441 4th Street, N.W., Room 830 South  
Washington, D.C. 20001

**For problems with children's services:**

D.C. Office of Maternal Health  
and Child Health ..... 1-800-MOM-BABY

HELPLINE ..... 783-2118

Terris, Pravlik & Wagner ..... 682-0578

# Get Involved!



*"Anyone can complain.  
But it takes PEOPLE to make a change".*

*--Agnes Chase*

***Use Your Power! Parent Council***

Get involved with groups that are working to change health care for D.C. families, such as:

- ☒ ***Use Your Power!*** Parent Council ..... 645-5620
- ☒ D.C. Medicaid Advisory Committee ..... 727-1041
- ☒ AFFIRM (Alliance For Fairness In Reform to Medicaid) ..... 626-0617
- ☒ Maternal & Child Health Community Leadership Network ..... 645-4173
- ☒ HIV Community Coalition ..... 1-800-558-AIDS
- ☒ Family Support Collaboratives ..... 223-2598
- ☒ Children's Health Care Coalition of D.C. . 797-5472
- ☒ Public Health Clinics' Advisory Boards .. 675-7338
- ☒ Each health plan must have consumers on their advisory board.

***"You can  
make  
a difference,  
get involved  
and  
let your voice  
be heard."***

NAT'L CLEARINGHOUSE FOR ALCOHOL AND DRUG INFO.





# ***The Use Your Power! Project***

This Map is part of the *Use Your Power!* Project.

The *Use Your Power!* Parent Council is also a part of the Project.

The goal of the Parent Council is to:

- EDUCATE YOU—the community—about your Medicaid managed care rights, and
- ADVOCATE for CHANGES that are needed to make the system better for you.

All *Use Your Power!* Parent Council members are on Medicaid now, or were on Medicaid.

**Parent Council members are available for community workshops.**

## **SPECIAL THANKS TO**

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***This Map is dedicated to  
two special people who gave their all  
to the residents of the District of Columbia:***

***Dr. Yvonne A. Lanier,  
who believed in the power of young people,  
and Caesar "Togi" Marshall  
who believed that together, we can win.***

## ***Use Your Power! Parent Council Members***

Kim Bell  
Deatrice Brown  
Gloria Brown  
Dianne Camp  
Agnes Chase  
Leonora Dennis  
Tawanda Elliott

Andrea Evans  
Lucila Ghormley  
Frederick Green  
Jeanette Goglia  
Carolyn Lilly  
Lajuan Massie

Barbara Owens  
Rene Quarles  
Ann Rollins  
James Shird  
Cellestine Strong  
Carmelita Wade

**The Parent Council helped write and design this Map.**



DOH/OMCH/ABE DAVIS

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**DESIGNED BY JAMES TRUE, TRUE DESIGNS.**





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## More About the *Use Your Power!* Project

This Map is part of the *Use Your Power!* Project, co-sponsored by the DC Department of Health/Office of Maternal & Child Health/DC Systems Development Initiative and the National Health Law Program.

**The Office of Maternal & Child Health (OMCH)** is an office in the DC Department of Health. OMCH works to make sure that all DC families—mothers, fathers, pregnant women, children (including children with special needs), and teens—get good health care. OMCH has many outreach and education programs, including DC Healthy Start in Wards 5, 6, 7, and 8.

**The National Health Law Program(NHeLP)** provides information on health care for low-income people to community groups, legal and government organizations across the country.

Address: NHeLP, 1101 14th St., NW, Suite 405, Washington, DC 20005.

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Government  
of the  
District of Columbia  
Marion Barry, Jr., Mayor

**To get copies of this Map or the companion video, call  
The DC Healthy Start Resource Center at 202-645-0386.**